



**State of Illinois  
Illinois Commerce Commission  
Code Part 737.130  
LEC Electing Providers Quarterly Filing**

**Frontier North Inc.  
for quarter ending December 31, 2013**

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)**

Credits due to out-of service conditions lasting more than 30 hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$10,030.46	\$3,785.85	\$12,924.10	\$26,740.41
B. Number of credits issued for repairs - 30-48 hours:	378	91	272	741
C. Number of credits issued for repairs - 49-72 hours:	334	84	257	675
D. Number of credits issued for repairs - 73-96 hours:	113	13	147	273
E. Number of credits issued for repairs - 97-120 hours:	33	8	58	99
F. Number of credits issued for repairs greater than 120 hours:	17	20	76	113
G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)**

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$1,568.49	\$222.00	\$775.49	\$2,565.98
B. Number of installations after 5 business days:	5	5	260	270
C. Number of installations after 10 business days:	0	0	0	0
D. Number of installations after 11 business days:	29	12	8	49
E. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)**

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$375.00	\$175.00	\$425.00	\$975.00
B. Number of customers receiving credits:	15	7	19	41
C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0